



## MTF Action Plan Report

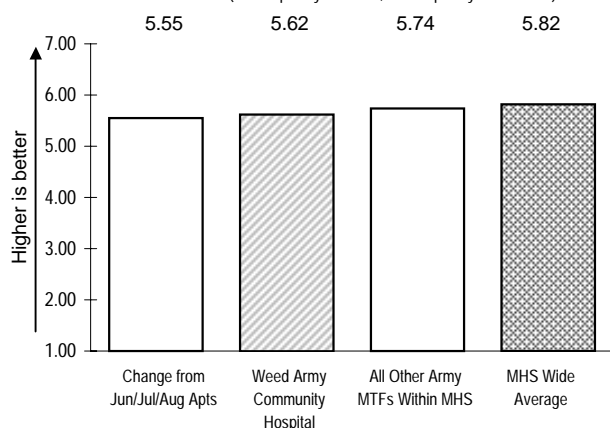
### Weed Army Community Hospital-Fort Irwin

#### Patient Satisfaction Report: September/October/November 2001 Appt. Data

Total Mailed = 920 Returns As Of Cutoff = 183 Non-deliverables = 49 Response Rate = 21%

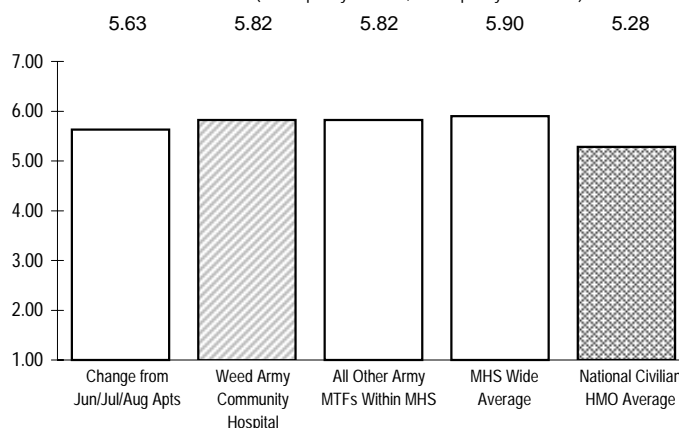
##### Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



##### Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Weed Army Community Hospital

Significantly Different From Weed Army Community Hospital

##### Comparison To:

Change from Jun/Jul/Aug Apts	* Highest Correlation with Clinic Satisfaction (Q12)	** Highest Correlation with Medical Care Satisfaction (Q5)	Mean Score	All Other Army MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	<b>Access Average</b>		<b>3.37</b>	3.54 <input type="checkbox"/>	3.59 <input checked="" type="checkbox"/>	3.47 <input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)		<b>3.33</b>	3.61 <input checked="" type="checkbox"/>	3.67 <input checked="" type="checkbox"/>	3.59 <input checked="" type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)		<b>3.47</b>	3.68 <input checked="" type="checkbox"/>	3.72 <input checked="" type="checkbox"/>	3.63 <input type="checkbox"/>
<input type="checkbox"/>	* Office wait time (Q9)		<b>3.32</b>	3.37 <input type="checkbox"/>	3.47 <input type="checkbox"/>	3.19 <input type="checkbox"/>
<input checked="" type="checkbox"/>	Time to return your call (Q11)		<b>3.02</b>	3.34 <input checked="" type="checkbox"/>	3.39 <input checked="" type="checkbox"/>	3.30 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)		<b>3.39</b>	3.66 <input checked="" type="checkbox"/>	3.69 <input checked="" type="checkbox"/>	3.76 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)		<b>3.57</b>	3.60 <input type="checkbox"/>	3.65 <input type="checkbox"/>	3.46 <input type="checkbox"/>
<input type="checkbox"/>	<b>Quality Average</b>		<b>3.85</b>	3.95 <input type="checkbox"/>	4.04 <input checked="" type="checkbox"/>	3.75 <input type="checkbox"/>
<input type="checkbox"/>	** Overall quality of care received (Q3j)		<b>3.86</b>	4.01 <input checked="" type="checkbox"/>	4.10 <input checked="" type="checkbox"/>	3.80 <input type="checkbox"/>
<input checked="" type="checkbox"/>	** How well the care met your needs (Q3i)		<b>3.91</b>	3.87 <input type="checkbox"/>	3.97 <input type="checkbox"/>	3.69 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)		<b>3.83</b>	4.02 <input checked="" type="checkbox"/>	4.11 <input checked="" type="checkbox"/>	3.82 <input type="checkbox"/>
<input type="checkbox"/>	How much you were helped (Q3h)		<b>3.82</b>	3.84 <input type="checkbox"/>	3.93 <input type="checkbox"/>	3.65 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)		<b>3.83</b>	4.00 <input type="checkbox"/>	4.09 <input checked="" type="checkbox"/>	3.80 <input type="checkbox"/>
<input type="checkbox"/>	<b>Interpersonal Relationship Average</b>		<b>3.84</b>	3.93 <input type="checkbox"/>	4.04 <input checked="" type="checkbox"/>	3.73 <input type="checkbox"/>
<input type="checkbox"/>	** Personal interest in you (Q3e)		<b>3.92</b>	3.97 <input type="checkbox"/>	4.07 <input checked="" type="checkbox"/>	3.79 <input type="checkbox"/>
<input type="checkbox"/>	** Attention given to what you had to say (Q3b)		<b>3.82</b>	4.01 <input checked="" type="checkbox"/>	4.12 <input checked="" type="checkbox"/>	3.85 <input type="checkbox"/>
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)		<b>3.83</b>	3.81 <input type="checkbox"/>	3.92 <input type="checkbox"/>	3.55 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Advice on ways to avoid illness/stay healthy (Q3f)		<b>3.76</b>	3.84 <input type="checkbox"/>	3.94 <input checked="" type="checkbox"/>	3.59 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)		<b>3.86</b>	4.03 <input checked="" type="checkbox"/>	4.13 <input checked="" type="checkbox"/>	3.87 <input type="checkbox"/>

Your rating is:

☒ Lower

☐ Same

☒ Higher